



Grenfell Response News

12 October 2017
Issue No: 54

NEW: Home Office announces changes to Grenfell immigration policy to support survivors and relatives

The Home Office has announced changes to the immigration policy for survivors of the Grenfell Tower tragedy.

If you are an eligible survivor, the changes will allow you to stay in the UK and apply for permanent residence with full access to relevant support and assistance. To qualify for the scheme you need to come forward in person **before Thursday 30 November 2017**.

After initially being given limited leave for 12 months outside the current Immigration Rules, you will then be able to apply for further leave. You will need to live legally in the UK for a total of five years under the policy to be able to apply for permanent residence. This is subject to meeting relevant requirements. The change will help provide eligible survivors with greater certainty over their long-term future in the UK.

The Home Office has also announced that if you are a family member or a relative of a survivor or victim of the

tragedy, you will now also be able to extend current leave outside the Immigration Rules up to six months from when you entered. This is subject to meeting relevant requirements. This will allow you time with your loved ones and provide support to them or organise funeral arrangements.

Anyone who believes they are eligible for either scheme can speak face-to-face to a specialist Home Office team at the Community Assistance Centre, 10 Bard Road, Nottingdale, West London W10 6TP. You will need to bring along your passport or travel documents to confirm your identity.

If you are a relative, you should bring along any information or evidence that shows why you need to stay in the UK for up to six months from date of entry.

To learn more about either scheme, individuals can also call our helpline on **0300 303 2832** 24 hours a day to arrange for a call back by a member of our specialist visa and passport team.

Health support event – Thank you from the NHS

We want to say a big thank you to everyone who came to our health support event at Notting Hill Methodist Church on Monday 2 October. It was nice to see our health professionals and community organisations engaging with the many local people who took the time to come to see us.

Staff who organised the event really felt the benefit of hearing first-hand accounts of the experiences of local residents and have noted comments and concerns to help plan future work around Grenfell.

The NHS is here for you now and for the future. Look out for details of future events and remember to visit our website www.grenfell.nhs.uk

IN THIS EDITION

- 1 Home Office announces changes to Grenfell immigration policy
- 1 Health support event – Thank you from the NHS
- 2 Grenfell Tower – debris removal from site
- 2 The Curve opening hours
- 2 Dusty for Grenfell fundraising concert
- 2 How to get help
- 2 Legal advice and support
- 2 Overnight support at The Baseline Studios
- 3 Pop-up clinics for mental health support
- 3 What is it normal to feel?
- 4 What help is on offer?
- 4 Housing update
- 4 Care for Grenfell team set up to support residents
- 4 Somebody to speak to online

This is the fifty-fourth edition of the Grenfell Response Team newsletter.

The newsletter is also available in Arabic and Farsi languages. For regular updates please follow us on Twitter @grenfellsupport and on Facebook at facebook.com/grenfellsupport or visit www.grenfellresponse.org.uk



Grenfell Tower – debris removal from site

Work to erect scaffolding to allow Grenfell Tower to be covered is underway. This work involves removing material which fell from the tower during the fire in order to allow the scaffolding to be erected. It also includes removing cladding/building materials from areas that were not destroyed by the fire for subsequent investigation.

This material is currently stored in large bags on the site, but will be transferred to metal containers. These containers will be stored at a secure depot and be available to those investigating the fire. Lorries removing the containers will be operating from the site on a regular basis until all the material has been removed.

The Curve opening hours

The Curve, Grenfell Assistance Centre is open:

Monday to Friday –
10am to 8pm

Saturday and Sunday –
11am to 6pm

Legal advice

The Law Society has useful information for anyone affected by the fire or its aftermath who needs help with legal issues such as choosing and changing a lawyer, housing, immigration, wills and probate or benefits.

You can find out more online at:
www.lawsociety.org.uk/for-the-public/getting-expert-help/grenfell

Dusty for Grenfell fundraising concert

People are invited to The Bolton Pub, 326 Earl's Court Road, SW5 9BQ, on Saturday 14 October from 8pm to come to enjoy the songs of Dusty Springfield in aid of the Grenfell Tower Appeal.

There is standing room and a limited number of tables available to reserve for the evening, and all proceeds and donations will go to the K&C Foundation's Grenfell Tower Fund to help those directly affected as well as the wider community.

You can just turn up on the night and enjoy the music. If you want to reserve a table in advance, please email dustyforgrenfell@gmail.com or visit dusty-for-grenfell.eventbrite.co.uk

How to get help

There are lots of services available if you or someone you know is feeling traumatised by the Grenfell Tower fire.

Support for adults and young people over the phone

- People who need an urgent mental health response can call the NHS 24-hour support line on **0800 0234 650** or email **cnw-tr.spa@nhs.net**. Please let the operator know you are calling as a result of the Grenfell Tower fire.
- Adults and young people can also call the free Samaritans helpline on **116 123**. The line is open 24 hours a day.
- People under 25 can call Childline on **0800 11 11** to talk to a trained counsellor any time, day or night.
- CALM offers support to men, on **0808 802 58 58** or visit www.thecalmzone.net. The line is open every day from 5pm to 12 midnight.

Support for children with disabilities and learning difficulties

- Full of Life Kensington and Chelsea is providing outreach counselling to parents of children with disabilities.

Visit www.fulloflifekc.com for more information.

Online support

- **NHSGo.uk** provides health information for young people under the age of 25, including advice on coping with stress after a major incident.

Overnight back up at The Baseline Studios

Overnight emotional support sessions at The Baseline Studios will be continuing on Thursdays, Fridays, and Saturdays from 8pm to 3am.

A team of multi-lingual, highly skilled practitioners will be available to offer confidential, one-to-one support for people who are unable to sleep and want someone to talk to.

For more information, you can call **020 8969 5554** or email info@totalfamilycoaching.co.uk



Pop-up clinics for mental health support

The NHS is offering daily pop-up clinics for families and children, seven days a week, so people can talk to a specialist about health issues and mental health support. All services are free and confidential for people to use.

The sessions take place each day at the following locations:

- **Mondays**, 3pm to 5pm at The Harrow Club, 187 Freston Road, W10 6TH
- **Tuesdays**, 3pm to 7pm at The Clement James Centre, 95 Sirdar Road, W11 4EQ
- **Wednesdays**, 4pm to 7.30pm at Kensington Leisure Centre, Silchester Road, W10 6EX
- **Thursdays**, 4pm to 7.30pm at Latymer Community Church, 116 Bramley Road, W10 6SU
- **Fridays**, 2pm to 4pm at The Muslim Cultural Heritage Centre, 244 Acklam Road, W10 5YG
- **Saturdays**, 4pm to 7.30pm at Maxilla Community Space, 4 Maxilla Walk, W10 6NQ
- **Sundays**, 4pm to 7.30pm at Westway Sports Centre, 1 Crowthorne Road, W10 6RP

People can find out more information on these clinics at [www.cnwl.nhs.uk/
wp-content/uploads/
Grenfell-flyer.pdf](http://www.cnwl.nhs.uk/wp-content/uploads/Grenfell-flyer.pdf)

For further information people can call **0800 0234 650** or email cnw-tr.spa@nhs.net.

The line is open 24 hours a day.

What is it normal to feel?

Advice from a trained counsellor

When bad things happen, it takes time to adjust to the situation.

During that time it can feel really strange because you may not have experienced these feelings before.

Knowing what is normal to feel can be the first step in helping you to understand what is going on.

There are many ways in which the effects of a traumatic experience can hit you, and these will not be the same for everyone.

Emotions can be affected

- You might find that your mood lowers and day-to-day life can feel more of a struggle
- You may also find that you worry more and become anxious, far more than you may have done previously
- You might find yourself becoming angry, irritable or snappy and this might lead you to shout at children, family and friends
- You may find your confidence is affected
- Any reminder of what has happened may bring back fear and anxiety

The way your brain works

Your brain is having to handle more than usual, so you may find that you experience some temporary changes:

- Your concentration could be affected and you may find it hard to focus even on simple tasks
- Sometimes you might experience short term memory loss, such as walking into a room and forgetting why you are there
- You may find it hard to speak as clearly as you normally do

How you normally act might change

- If you normally enjoy other people's company you may find that you start to withdraw from them
- You may start avoiding situations you would have dealt with straight away, for examples letting piles of mail build-up

Physical

Difficult emotions can often show themselves in the body.

- General aches and pains you cannot explain
- Headaches
- In extreme cases real physical illness where the pain is real but the cause is emotional

We all have different ways of dealing with difficult situations, but we recommend that you go to see your GP and talk to them if you are experiencing any of the above.

For more information on the effects of trauma, please visit the NHS UK choices website
– www.nhs.uk/pages/home.aspx
– or call the 24/7 NHS support line on **0800 0234 650**.



What help is on offer?

Anyone who would like to speak to the police in relation to the investigation into the fire is asked to contact the Met Police on **0800 032 4539**.

Other important contacts

Bereavement support

Call the Freephone helpline on **0808 808 1677** or email helpline@cruse.org.uk.

The line is open 24 hours a day.

Replacement UK passports, visas or immigration queries

Call our advice line on **0300 222 0000**. The line is open 24 hours.

Air quality and smoke exposure

If you have concerns about any symptoms, please see your doctor or call NHS **111**.

Housing support

If you have any questions about housing or want to find out who your housing officer is please call **0800 137 111** or **020 7361 3008**.

Victim support

Call **0808 1689 111** for practical and emotional support, or visit victimsupport.org.uk. The line is open 24 hours a day.

The Grenfell Muslim Response Unit also offers additional support. Find out more by calling **020 3670 6004** or email info@gmru.co.uk

You can also get physical and mental support at the Grenfell Assistance Centre. Find out more by calling **07712 231 133**.

For regular updates please follow us on Twitter **@grenfellsupport** and on Facebook at [facebook.com/grenfellsupport](https://www.facebook.com/grenfellsupport), or visit www.grenfellresponse.org.uk

Housing update

Finding housing solutions that work for everyone directly affected by the Grenfell Tower fire remains our absolute priority and we are working hard to achieve this, while making sure to work at the pace that each family or household feels comfortable with.

So far, 178 offers have been made for temporary accommodation, 58 have been accepted and 44 households have moved in. In addition, 87 offers of permanent accommodation have been made, 56 have been accepted and nine households have moved in.

Government has given commitments to help reassure families that:

- their needs are paramount, all other considerations are secondary to these
- their rent will not increase and the same terms and conditions of their previous home at Grenfell Tower or Grenfell Walk will be maintained
- they will have lifetime security of tenure
- they will not be forced to stay in temporary accommodation on a long-term basis
- accepting an offer of temporary accommodation does not mean that they lose priority for a permanent home
- no one has to accept a particular property and not accepting a property does not mean that they will be made intentionally homeless
- temporary homes will be rent and utility bill free for 12 months
- for some cases, if they like their temporary home, there is the potential for it to become their permanent home (this will be discussed when the home is offered to them).

More information is available on the Housing line on **020 7361 3008**.

Care for Grenfell team set up to support residents

The Care for Grenfell team has been set up to talk to any residents that have been affected by the Grenfell Tower fire who feel that their concerns or requests have not been fully answered.

If people do have any questions or concerns that they feel haven't been met, please call **020 7745 6414** or email careforgrenfell@rbkc.gov.uk

Somebody to speak to online

You may find it easier to talk about your experiences online, rather than meeting a counsellor face to face. If so, Qwell offer online counselling services that you can access via your phone or any other connected device. This is available to any adult aged 18 or over, and counsellors are online until 10pm, 365 days a year. To access this support visit www.qwellcounselling.com. There are also self-help articles, a supportive online community and live forums.